GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3670
ANSWERED ON:07.12.2016
Passenger Facilities
Nimmala Shri Kristappa;Patle Smt. Kamla Devi;Sreeramulu Shri B.

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways is satisfied with the standard of passenger facilities available at railway stations in the country especially in small towns and cities like Bellary and other stations in Karnataka and Chhattisgarh;

(b) if so, the details thereof;

(c) whether the Government has prepared any action plan to improve the existing passenger facilities at railway stations in the country;

(d) if so, the details thereof; and

(e) the details of the mechanism available for monitoring and inspection of availability and maintenance of facilities at various railway stations in the country?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) and (b): It is Railways' endeavor to provide passenger facilities at all Railway stations including those situated in small towns and cities like Bellary and other stations in Karnataka and Chhattisgarh as per norms. Bellary is an 'A' category station and adequate passenger facilities like high level platform, Foot Over Bridge, waiting hall, waiting rooms, drinking water facilities, urinal, lavatories etc. are available at the station. Further augmentation/improvement of amenities at Railway station is a continuous process and works in this regard are taken up depending upon their inter-se priority and availability of funds.

(c) to (e): Upgradation of stations is a continuous and ongoing process and works in this regard are undertaken depending upon need, volume of passenger traffic and inter-se-priority subject to availability of funds. Regular inspections are conducted by Officers, Service Improvement Group (SIG), Passenger Amenity Committee (PAC) and Passenger Services Committee (PSC) to monitor the availability and maintenance of passenger facilities at stations and remedial measures are taken as and when deficiencies are noted.
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